

<Date>

<Member First Name> <Member Last Name>

<Member Address>

<City, State> <Zip>

Re: Mail-Order Pharmacy Changes

Dear <Member First Name>,

We are excited to notify you that **MedImpact Direct will be your new mail-order pharmacy effective on October 1, 2017**. MedImpact Direct is a new approach to mail-order pharmacy designed to improve the convenience and service associated with home delivery. MedImpact Direct will assist you with managing your maintenance medications.

Our goal is to provide you with personalized service to help you get the most from your medicine. Our pharmacy staff will help answer your questions regarding your medications, and work with you directly on all of your medication needs.

As part of this transition, any prescriptions you currently fill through Blue Shield's CVS Caremark mail-order pharmacy that have remaining refills will be transferred to MedImpact Direct on October 1, 2017. Your first prescription refill through MedImpact Direct will not be mailed automatically. You will need to contact MedImpact Direct Customer Service to activate your account at 855.873.8739. Once your account is activated, future refills may be ordered by mail, phone or online. Controlled substance prescriptions and prescriptions with no refills will not be transferred but the pharmacy staff at MedImpact Direct would be happy to assist you with getting new prescriptions for these medications.

You may receive your prescriptions from one of our two dispensing pharmacies: Humana Pharmacy or NoviXus Pharmacy Services. You can see which pharmacy has dispensed your medication, as noted on your prescription label.

No matter which pharmacy ships your medication, please work directly with MedImpact Direct as your convenient single source for all your home delivery needs. We will help you with:

- Placing and refilling orders
- Tracking your deliveries
- Copay and billing information
- Questions about your medication

How Do I Get Started beginning October 1?

For new prescriptions, controlled substances or prescriptions with no refills remaining, you will need a 90-day supply prescription for your first custom delivery order. We will also need some other information, including your allergies, payment information and shipping address.

You can start receiving prescriptions with us in one of three ways:

1. Call Us

You can call MedImpact Direct toll-free at: (855) 873-8739
Monday through Friday: 5:00am- 5:00pm PST
Saturdays: 6:00am- 2:00pm PST

2. Mail Us Your Prescription

You can download, print and complete an order form. Send it, along with your prescription to the following address:
MedImpact Direct
PO Box 51580
Phoenix, AZ 85076-1580

3. Have Your Provider Send Us Your Prescription

Your provider can submit your prescription electronically via ePrescribing or he/she can fax it to: (888) 783-1773. Please note: We can only accept faxes from your healthcare provider. Once we receive the prescription, we will contact you for your payment information and shipping address.

Visit Us Online: www.medimpactdirect.com

Once your prescription has been processed, you will have complete visibility of your orders via an online portal through MedImpact Direct. You can review information about your medications, order refills and manage your shipping and payment information. MedImpact Direct will also email status updates on your orders if you manage refills via the portal.

If you have any questions or concerns, please contact MedImpact Direct at 855-873-8739 or by email at customerservice@medimpactdirect.com. For security and privacy reasons, please do not include any personal health or payment information in your email.

REMEMBER that representatives will not be able to assist you if you call or email before October 1, 2017.

Sincerely,

James LaBella, RPh.
Pharmacy Director
MedImpact Direct